

# Bill by email

## Specific Terms and Conditions



### 1. Incorporation by reference

These terms and conditions shall apply in addition to the General Terms and Conditions for the services offered by Mauritius Telecom Ltd including its subsidiaries (hereinafter referred to as “Service Provider”).

In the event of any inconsistency between the Specific terms and conditions and the General Terms and Conditions for Service, the Specific terms and conditions shall apply. The words and expressions used in this Specific terms and conditions shall have the same meaning as defined in the in the General terms and conditions unless the context otherwise requires.

### 2. Bill by email

- 2.1 Service Provider contributes to a green and eco-friendly environment. In this context, Service Provider introduces Bill by email.
- 2.2 Bill by email is an electronic invoice operated by Service Provider for Customers whereby Customers can receive their bills by email for payment purposes.
- 2.3 Customer acknowledges and agrees that free despatch of Bills by post by Service Provider shall cease as from 1st August 2020.
- 2.4 In the event Customer wishes to receive Bills by post, Customer further agrees to pay for Bill by post as from 1st August 2020. All fees and charges related to Bills by post shall be decided by Service Provider.
- 2.5 Any Bill sent to the Billing Email Address of the Customer shall be deemed to have been received by the Customer immediately upon transmission by Service Provider. It is the Customer’s responsibility to notify Service Provider in the event Customer changes Billing Email Address.

### 3. Registration for Bill by email

- 3.1 Customer may register for Bill by email by filling the Application Form and/or on the my.t portal providing valid Billing Email Address. Upon acceptance of the Application

Form by Service Provider, Customer shall receive a confirmation link on the given Billing email address for determination of successful registration to Bill by email.

- 3.2 Customer must inform Service Provider at least one (1) month in advance of any change in the Billing Email Address. Failure to do so may lead to an accumulation of Bills and Service Provider shall not be responsible for any undelivered Bills.
- 3.3 Service Provider shall not be liable for any misuse of the Billing Email Address provided by Customer.
- 3.4 Customer shall be solely responsible to manage access to the emails used including capacity of mailboxes, attachment size management and software required for receiving the invoices.
- 3.5 Delivery of electronic bills is automated and request for re-send cannot be processed. Customer will have to request for duplicate bills in such cases or register to Selfcare.
- 3.6 Customer acknowledges that whilst email is used as a means of communication between Customer and Service Provider, Customer shall assume the risks inherent in such form of communication including the risks of non-delivery, wrong delivery, disruption of delivery or truncated or illegible delivery. Service Provider shall not be liable to Customer for non-delivery of electronic Bill, any damages arising by reason of use of such communication. This includes damages from failure to deliver due to size of attachment since size of electronic Bills may depend on the communication sessions of Customer and may vary from month to month.

#### 4. Suspension & Termination

- 4.1 Service Provider reserves the right to cancel access to Bill by email if there is reason to believe that the Customer's account is being unlawfully accessed or Bill by email is being used in any way that is contrary to law.
- 4.2 Service Provider reserves the right to withdraw Bill by email at any time upon reasonable notice.

#### 5. Amendment

These terms and conditions may be amended by Service Provider at any time.